



Early Help Services: Have your say on proposals for a new 0-19 Family Support Service



Tell us how this might affect you.

Online: www.leicestershire.gov.uk/earlyhelp

For general enquiries or comments about this consultation phone
0116 305 3416 or email earlyhelppreview@leics.gov.uk

Public consultation: Please submit your views by midnight on
Sunday 22 April 2018.

Why change?

Our 'early help' services aim to tackle problems at an early stage - helping to support children and young people and their families to enable them to reach their potential, to live in a safe environment and have the skills to deal with life's challenges. By preventing problems growing, these services help to reduce the need for the police or social care to get involved.

At the moment, there are four separate services with separate staff, buildings and management. We've achieved real success through each and have learned that we achieve better outcomes for children and young people when we focus support on the whole family – rather than treat particular issues in isolation. We think this approach can be applied more effectively if we join up our early help services into a Family Wellbeing Service for 0-19 year olds.

The council's budgets are under increasing pressure, meaning that early help costs need to be reduced by £1.5m. Contributions from Government and partners for some early help services have ended (in the case of the NHS) or are due to come to an end which would reduce the funding available by a further £2.3m – meaning budgets need to reduce by £3.8m in total.

This means we have to deliver our early help services differently. We think joining up support in this way would enable us to provide a range of specialist, tailored support to families, children and young people who need it the most. It will also help us to be more efficient by reducing overheads such as management costs and the number of buildings from which we deliver the service.

Although bringing together these services would help us to tackle problems at an early stage more effectively, it does mean that fewer people would receive support, but we have to prioritise.

What's the current service?

Early help currently includes:

- Supporting Leicestershire Families (SLF)
- Children's Centres
- Youth Offending Service (YOS) and Community Safety
- Early Help Information, Support and Assessment (EHISA)

Supporting Leicestershire Families (SLF)

SLF is a service which works with both families and young people. The intensive family work is part of a nationally acclaimed service which helps families tackle a number of issues that they are facing at once. These include at least two of the following:- drug misuse, children not accessing appropriate education, unemployment, domestic abuse, health problems and crime or anti-social behaviour. The support can last up to a year.

It brings together services from county and district councils, the police, the NHS and other organisations, reducing the need for families to deal with several different agencies.

The service is on course to support 2,770 families as part of a national programme from 2015-2020.

In addition to the above, SLF works with young people who need support around specific areas in their lives such as homelessness, going missing from home and low level mental health issues amongst others. To support both the work with families and young people SLF run a range of group work programmes, some of which offer support for young people with special needs and disabilities and young carers.

Budget
(rounded)



£4.1m

Number of staff
(full time equivalent)



96.7

Number of
buildings



4

As a whole service, SLF worked with approximately 4,300* people during 2016/17 (2,000 families).

During this period the service provided intensive support to approximately 3,200 people, youth work support to 770 young people and short-term support to 550 people.

* People can receive more than one service

SLF developed a 'whole family' approach to supporting children. Here's an example of how it works.

An SLF case study

Seven-year old Carly was referred to SLF because she wasn't attending school and after police reports of domestic abuse between parents whilst Carly and her three siblings were in the house.

The Intensive Family Support Worker met with the family to devise a plan to address their needs, focusing on education, domestic abuse, parents' unemployment and accrued rent arrears.

After a period of intervention, Carly and her siblings' school attendance improved significantly. Her parents were able to deal with conflict differently and ensure that Carly was not witnessing it, and both of her parents gained employment. Her older sibling progressed from not being in education to completing a college course and her parents were also able successfully to set up a payment plan to address their rent arrears.

Children's Centres

Leicestershire's Children's Centres started as part of the Government's Sure Start initiative in 2003. They deliver targeted support to young children aged 0-5 and their families – including support with mental health difficulties, domestic abuse and ante and post-natal parenting support. Support is focused on closing the achievement gap for children from disadvantaged backgrounds, reducing inequalities and improving outcomes for children whose families are facing greater challenges and difficulties. The service aims to reach out to the families that need the most support - when life is very stressful or families have a lot to deal with.

Services are delivered through a mix of group work, outreach support in communities and one-to-one support in family homes. Partner organisations deliver services targeted at 0-5 year olds within centres too, for example Health Visitors and midwifery services.

Broader support is also delivered by volunteers, partners, and parents – this enables our staff to work exclusively with families who need targeted support.



- Overall, 19,500* people (children and parents) used Children's Centres during 2016/17.
- Of these, just over 16,500 people had one-off contact, attended volunteer-led groups or attended services provided by other organisations (eg. Health Visitors/midwives) which are currently offered from many Children's Centres.
- Approximately 4,000 people (children and parents) were supported with targeted group work.
- Nearly 2,500 people (children and parents) attended the Children's Centre Service 0-2 pathway – a two year programme relating to some of the most vulnerable young children in Leicestershire.
- Nearly 2,000 children and parents received 1:1 support from Family Outreach Workers.

* People can receive more than one service

Youth Offending Service and Community Safety (YOS)

The YOS is focused on preventing young people from offending and entering the criminal justice system. It also focuses on preventing re-offending by managing young people needing pre- and post-court supervision.

The preventative work is delivered by our IMPACT service and through voluntary engagement with young people and families to divert young people from offending. IMPACT carries out street-based work with young people who are at risk of committing anti-social behaviour. The team signposts young people to more positive activities and refers some for intensive one-to-one work to stop them entering the criminal justice system.

To reduce re-offending, YOS works with young people requiring pre-court and post-court supervision. It includes short and long periods of intervention for young people on court orders, to managing young people in custody.

The Community Safety Team works with district councils to help keep communities safe. In particular, the team focuses on reducing domestic violence and hate crime and supporting the Government's counter terrorism strategy.

The changes are intended to assist the YOS to deliver its services closer to the homes of the young people it works with.



■ The Youth Offending Service worked with 452 young people during 2016/17

The YOS is based at County Hall and delivers its service on the streets, in homes and community venues across the county.

Early Help Information, Support and Assessment (EHISA)

All requests for early help support are coordinated by EHISA. The service assesses and processes on average 400 referrals each month, matching needs to services which may include referring people to services outside of the council.

The service also:

- Provides short-term parenting and behaviour support
- Supports children and young people with low-level mental health difficulties.
- Signposts people to special educational needs and disability support - including a helpline and online resource offering information, assessments for short breaks and education advice services, and supports the Parent Carer Forum.
- Co-ordinates engagement work to make sure young people's views help to shape services



■ The service processes on average 400 early help referrals per month.

What are we consulting on?

We are proposing to merge four early help services into one, new-style 0-19 Family Wellbeing Service.

We are proposing to deliver this from 15 Family Wellbeing Centres with space for group work, clinic sessions and a base for staff. The majority of the support will continue to be delivered through outreach in people's homes and community venues. We are proposing that 15 of our current early help buildings, including 12 Children's Centres become Family Wellbeing Centres.

We would like your feedback. We want to hear how effective you think this service would be in meeting needs and delivering services to the children, young people and families who are facing the most complex and significant challenges and would most benefit from support.

We would also like to understand how you think our proposals would impact on your ability to access early help services.

We would ask you in responding to consider the financial context of the council's reducing budgets.

The proposals in detail

Principles

The new 0-19 service would focus on providing support to the most vulnerable families. It would aim to help families to function effectively, ensure that children are safe and prevent issues needing to involve the police or social care. We've also considered other options to reduce budgets and we remain open to other ways in which savings can be made and services improved. Options considered include reducing each of the four services' individual budgets, or partially merging the services. Our preferred option is fully integrating the services. This is the option we have developed further and on which we would now like your views.

Bringing together the four services in this way offers the best opportunities to reduce duplication. It also enables us to build on what we know works well.

In developing this option, we've focused on the following values underpinning our current services:

- An integrated service for:
 - Early years
 - Children with special educational needs and disabilities
 - Young people involved or potentially involved in anti-social behaviour and crime
 - School-aged children
 - Teenage children
- Child centred – children and young people are at the heart of the support offered.
- 'Whole family' approach - the service considers and supports the individual needs within a family, as well as the family as a whole. Families receive a co-ordinated approach that works for each member.
- The service will be targeted at families who are facing the most complex and significant challenges, and would most benefit from support. A process would be used to determine who would benefit most, and to draw up a tailored package of support for them - or signpost them to other local services.

Delivery

Experience tells us that effective and efficient delivery involves being able to offer tailored support, depending on need. A one-size-fits-all approach does not work – so we'd deliver the service in a range of ways.

Information, advice and guidance for all parents and carers would be made available through an improved website – providing access to self-help information and links to relevant other sites and services.

We would provide targeted support to families through a mix of drop-in sessions, group work and individual support.

Drop in sessions

Drop in sessions would provide advice and guidance on a range of topics, such as good parenting, introducing routines and managing behaviour. Where possible, these will be jointly delivered with partners.

Example

Dave and Ian are new dads and struggling as new parents. They attended a drop-in session where they received practical advice and guidance with tools and strategies to use at home. This session gave them the tools and confidence to manage the situation well without further input from the service.

Group work

Group work will provide more in-depth and longer-term practical advice and support to learn how to deal with more challenging issues, ie managing anxiety, managing anger, managing challenging behaviour and offering post-natal support.

Example

Rebecca (15) struggled with controlling her anger and was at risk of school exclusion, as well as causing a lot of upset in the family home. She joined an anger management group for teenagers and week by week, learnt how to recognise triggers for her anger and better ways to respond. Rebecca's mother also accessed support through a parental support group. Things at home have improved and school notice a marked difference in Rebecca's behaviour.

Family Support Worker

A Family Support Worker will provide more intensive support in the family home to help families deal with complex issues.

Example

The Smith family were struggling with debt, housing issues, and neither parent was in work. There were concerns about the children's presentation at school and poor diet. A Family Support Worker supported the family over a three month period and helped them to address their issues so that the family is no longer overwhelmed by their situation but able to deal with daily challenges. The family has learned how to cook healthily on a low budget, they have attended meetings with housing services, Mr Smith is being supported into work and the children's health and wellbeing has visibly improved.

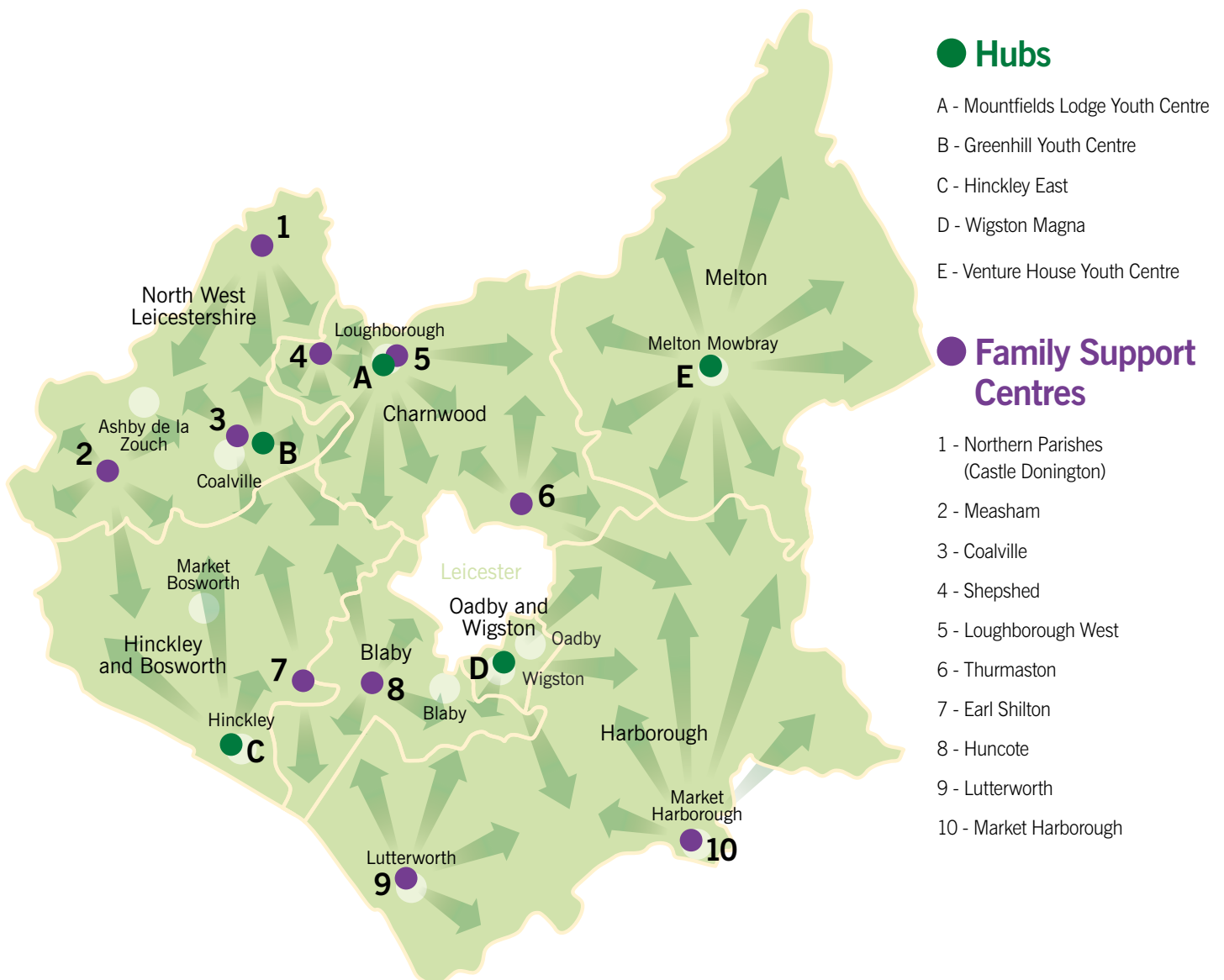
Bolstering the services above will be specialist support workers - providing support on issues including emotional, health and wellbeing, care for a disabled child, and domestic abuse.

We will also continue to have specialist workers supporting young offenders as part of our current Youth Offending Service – this is a statutory function

Consultation feedback will help to develop the new Family Wellbeing Service and where it will be delivered from.

Locations

- We propose using early help buildings to deliver the new service. This will include a mix of Children's Centres and SLF Centres.
- We are proposing to deliver our integrated family wellbeing service from 15 hubs and centres and through outreach work. There would be five hubs offering space for group work and clinic sessions and a base for staff and 10 centres with space to provide a range of family services. Support in the family home would be provided through our Family Support Workers, and local community venues would also be used for drop-in sessions or group work.
 - Tailored support packages would make use of services available from our partners, plus other support available locally. Having local hubs and centres would put us in a good position to tailor the support to what is available locally.
- The map and list below show the proposed localities and preferred locations. These centres would be best suited to support the delivery of the service across the county.

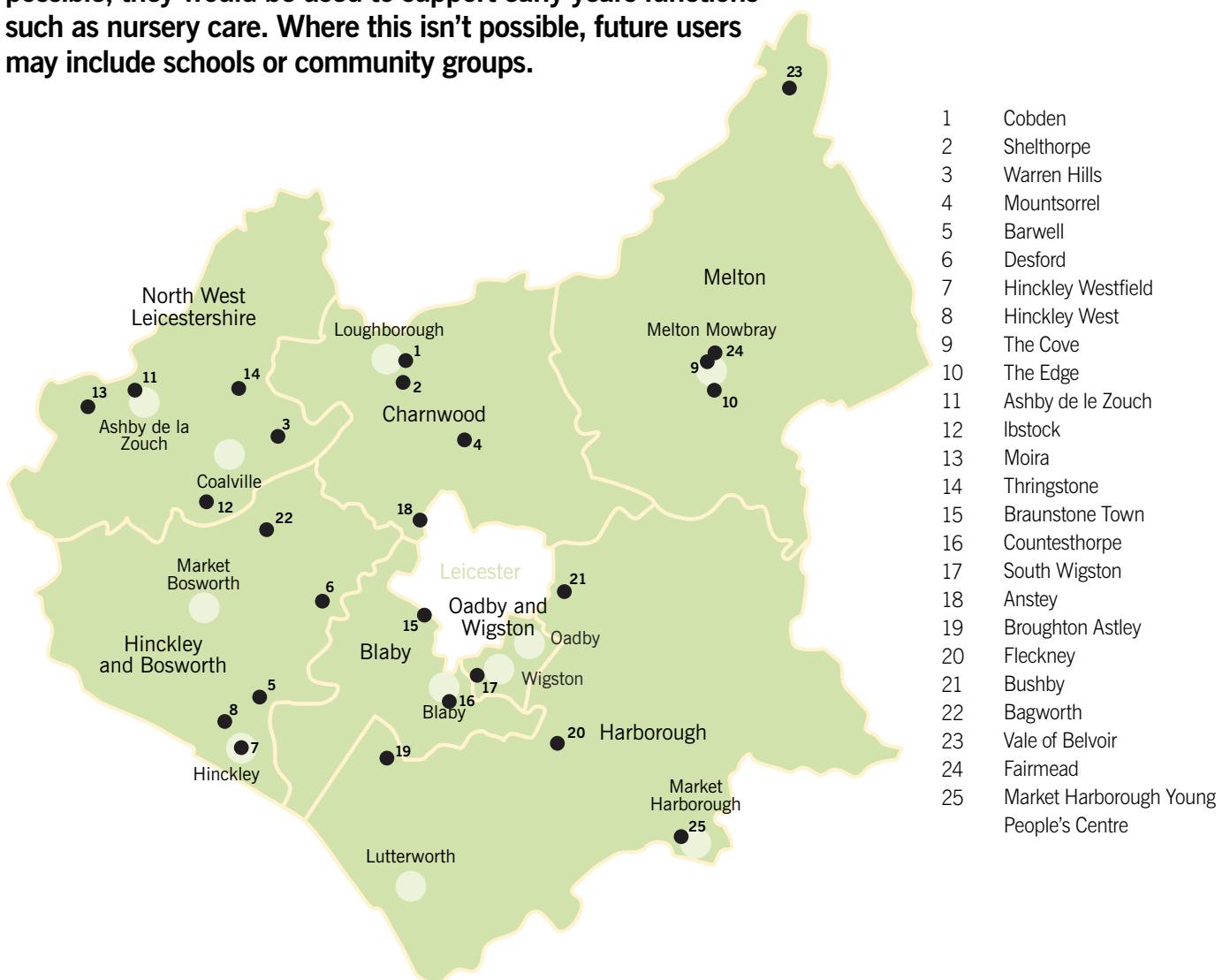


How have we considered the location of the centres?

We have looked at a number of different factors to reach these proposals, including:

- Where the buildings are located across the county and within towns and local areas.
- How suitable the building is – flexible space to deliver both group and one-to-one work and office space to accommodate staff.
- How accessible the location and building are from nearby towns and villages – on foot, by car and public transport.
- How people currently use services at the location/building.
- Practicalities including running costs and whether we own or lease a building - this often has an impact on how it can be used.

For buildings we would no longer require as part of the proposed new service (24 Children's Centres and one SLF Centre), we'd look at potential alternative uses – where possible, they would be used to support early years functions such as nursery care. Where this isn't possible, future users may include schools or community groups.



Who would this impact on?

People receiving support would receive a service that is more tailored to their needs. Targeting of the service may make it harder for some people to get access to support. Running the service from fewer buildings could mean that some children, young people and families may need to travel further. We want to hear your views on how our proposals would affect you accessing the support you need. We will then use your views to help us shape the new model.

We're talking to partners – such as the NHS, the police and schools – and other council staff about how we could join up our proposed new service with support they offer – and make use of buildings we would no longer use.

For communities, there would be changes to the services available in their local area. The reduction in the number of buildings would mean that we are unable to offer the current range of broader, targeted services. We will be exploring opportunities to ensure that buildings we no longer require in future will continue to be used to support children, young people and families.

How will the consultation work

The consultation will run from 22 Jan – 22 April.

We want to hear from a wide range of people including those who use early help services, partners, stakeholders and residents.

During the consultation, there will be opportunities for people who use services to discuss these proposals with a service manager at a consultation event or drop-in session. A list of dates, times and venues will be available on our website and will be regularly updated. Contact your local centre for information about sessions in your centre.

To provide your feedback, please complete the consultation questionnaire, [available online](#) and as hard copy on request. Copies are available at each service centre.

If you have any queries about this consultation and to request hard copies etc. please contact 0116 305 3416 or e-mail earlyhelppreview@leics.gov.uk

The consultation results will be reported to the Council's Cabinet in June 2018. If Cabinet makes a decision to go ahead with the proposed service, further engagement would take place with service users as part of the transition to the new service.

You can view the latest information in a number of ways

Visit us online www.leicestershire.gov.uk/haveyoursay

Our web pages will be kept up-to-date with the latest information and developments.

You'll also be able to access the survey here.

Follow us @leicscountyhall for general updates from the council, including the developments on the budget.

Alternatively, you can telephone **0116 305 3416** to ask for information in printed or alternative formats.

જો આપ આ માહિતી આપની ભાષામાં સમજવામાં થોડી મદદ ઇચ્છતાં હો તો 0116 305 3416 નંબર પર ફોન કરશો અને અમે આપને મદદ કરવા અવસ્થા કરીશું.

ਜੇਕਰ ਤੁਹਾਨੂੰ ਇਸ ਜਾਣਕਾਰੀ ਨੂੰ ਸਮਝਣ ਵਿਚ ਕੁਝ ਮਦਦ ਚਾਹੀਦੀ ਹੈ ਤਾਂ ਕਿਰਪਾ ਕਰਕੇ 0116 305 3416 ਨੰਬਰ ਤੇ ਫੋਨ ਕਰੋ ਅਤੇ ਅਸੀਂ ਤੁਹਾਡੀ ਮਦਦ ਲਈ ਕਿਸੇ ਦਾ ਪ੍ਰਬੰਧ ਕਰ ਦਵਾਂਗੇ।

এই তথ্য নিজেই ভাষায় বুঝার জন্য আপনার যদি কোন সাহায্যের প্রয়োজন হয়, তবে 0116 305 3416 এই নম্বরে ফোন করলে আমরা উপযুক্ত ব্যক্তির ব্যবস্থা করবো।

اگر آپ کو یہ معلومات سمجھنے میں کچھ مدد درکار ہے تو براہ مہربانی اس نمبر پر کال کریں اور ہم آپ کی مدد کے لئے کسی کا انتظام کر دیں گے۔ 0116 305 3416

假如閣下需要幫助，用你的語言去明白這些資訊，請致電 0116 305 3416，我們會安排有關人員為你提供幫助。

Jeżeli potrzebujesz pomocy w zrozumieniu tej informacji w Twoim języku, zadzwoń pod numer 0116 305 3416, a my Ci pomożemy.